

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

|                                     |   |                            |
|-------------------------------------|---|----------------------------|
| Applicant(s): Eric OWHADI, et al.   | ) | Re: Information Disclosure |
|                                     | ) | Statement                  |
| Serial No.: Not yet assigned        | ) |                            |
| Filed: Concurrently herewith        | ) | Our Ref: B-5223 621219-2   |
|                                     | ) |                            |
| For: "TECHNICAL SUPPORT SYSTEMS AND | ) |                            |
| METHODS FOR USE IN PROVIDING        | ) |                            |
| TECHNICAL SUPPORT"                  | ) | Date: August 29, 2003      |

MAIL STOP PATENT APPLICATION  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with the Applicants' duty to disclose information which may be material to the examination of this application, the undersigned respectfully requests that the Examiner consider on the merits the documents listed on the enclosed Form PTO-1449 (modified) before issuing the first Office Action on the merits.

The documents listed in the enclosed Form PTO-1449 (modified) include the documents cited in the Search Report of the corresponding European application. Copies of the European Search Report (2 pages) and the documents cited on the enclosed Form PTO-1449 (modified) are enclosed herewith.

The filing of this Information Disclosure Statement shall not be construed as a representation that a search has been made (37 C.F.R. 1.97(g)), an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists.

The filing of this Information Disclosure Statement shall not be

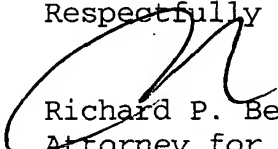
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construed as an admission against interest in any manner. (Notice of January 9, 1992, 1135 O.G. 13-25, at 25.)

The person making this statement is the practitioner who signs below on the basis of information supplied by an individual associated with the filing and prosecution of this application (37 C.F.R. § 1.56(c)) and on the basis of information in the practitioner's file.

This Information Disclosure Statement is being filed concurrently herewith. Therefore, Applicants believe that no official fees should be due; and this IDS should be considered on the merits.

Respectfully submitted,



Richard P. Berg  
Attorney for Applicant  
Reg. No. 28,145

LADAS & PARRY  
5670 Wilshire Boulevard  
Suite 2100  
Los Angeles, CA 90036  
(323) 934-2300

Enclosures: Form PTO-1449 (modified) (1 page)  
Copy of European Search Report (2 pages)  
Copies of documents listed in Form PTO-1449 (modified)

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|                                                  |                                      |                                     |
|--------------------------------------------------|--------------------------------------|-------------------------------------|
| Form PTO-1449 (Modified)                         | ATTY DOCKET NO.<br>B-5223 621219-2   | U.S. SERIAL NO.<br>Not yet assigned |
| LIST OF PATENTS AND<br>PUBLICATIONS<br>STATEMENT | APPLICANT(S)<br>Eric OWHADI, et al.  |                                     |
|                                                  | FILING DATE<br>Concurrently herewith | GROUP<br>Not yet assigned           |

August 29, 2003

**U.S. PATENT DOCUMENTS**

| EXAMINER<br>INITIAL | DOCUMENT NUMBER | ISSUE DATE | NAME            | CLASS | SUBCLASS | FILING DATE |
|---------------------|-----------------|------------|-----------------|-------|----------|-------------|
|                     | 5,678,002       | 10/1997    | Fawcett et al.  | 395   | 183.01   |             |
|                     | 6,145,096       | 11/2000    | Bereiter et al. | 714   | 25       |             |

**FOREIGN PATENT DOCUMENTS**

| DOCUMENT NUMBER | PUBLICATION<br>DATE | COUNTRY | CLASS | SUBCLASS | TRANSLATION<br>YES/NO |
|-----------------|---------------------|---------|-------|----------|-----------------------|
| WO 00/68793     | 11/2000             | WO      |       |          |                       |
|                 |                     |         |       |          |                       |

**OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)**

|                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Support FetchDog, 3 pages, retrieved from Internet:<br><a href="http://www.4developers.com/fd/">http://www.4developers.com/fd/</a> , retrieved on October 30, 2001. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| EXAMINER | DATE CONSIDERED |
|----------|-----------------|
|          |                 |

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.